



Service Catalogue

Your secure data centric guardians

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Hot Swap Device Service

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

The hot swap device service provides business continuity for the customer's users (ie. minimum interruption to the delivery of their productivity).

This service is optional and designed to complement the 3rd party management of warranties or service agreements performed by our Service Desk to repair or replace end user devices when they have a fault and are inoperable.

The hot swap service will ensure a replacement device is shipped out to the user within SLA, complete with user profile, settings and applications needed to get them back up and running quickly whilst their principle device is being repaired.

3 Service Features

A hot swap is an asset with a base build (ie. a lower but fully workable spec than the customer's original imaged issue 'gold build standard'). The hot swap device varies because the temporary replacement will not have customised settings as it is an urgent asset.

The hot swap service is not a standalone service but is sold in conjunction with other services.

The hot swap stock may be from recycled assets from the customer which come into stock following a refresh as instructed by the customer.

Cost consideration for customer:

- Extension of the manufacturer warranty if stock is not new?

Practical consideration

- Shorter downtime due to the advanced replacement

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4 Service Scope

HOT SWAP DEVICE	Basic	Enhanced	Advanced
Strategic service partner to manage all user assets and engineering needs.	✓	✓	✓
In hours UK service desk, change and configuration management and engineering	✓	✓	✓
Stocking location for assets onsite with customer if they have onsite engineers.	✓	✓	✓
Dedicated Account Manager.	✓	✓	✓
Multi-vendor support contracts and expertise – including extending warranties are desired.	✓	✓	✓
Courier costs (if no onsite engineer)	Optional	✓	✓
Stocking location for assets at Amicus ITS to provide support service for customers without onsite engineers.	Optional	✓	✓
Extended SLA response time for resolution required – 48 hours allowed for shipping of the hot swap device to customer	Optional	✓	✓
Service Delivery Manager (SDM)	Optional	Optional	Optional
Secure disk wiping and asset disposal (level of disposal needs to be agreed with the customer as this varies considerably)	Optional	Optional	Optional

5 How We Provide This Service

5.1 Stage 1

Set up of customer asset Loan Pool (this is a pool of devices held in Amicus ITS bonded stock*)

** Recommendation is to hold 5% of estate i.e. 100 user devices, 5 in hot swap. Pool could be made up of several different types of device but should be standardised.*

5.2 Stage 2 – incident response process

- Step 1 - devices built at basis spec - imaged, profile, user settings (and loan pool volume put into bonded stock in warehouse to be readily available at basic spec)

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- Step 2 – upon notification by customer of the need for replacement stock, the customer's replacement unit is confirmed as available by Change and will be shipped within 48 hours
- Step 3 - logistics – verification on location and arrangements for collection and/or repair of failed end user device arranged.
- Step 4 – upon receipt by customer of replacement device, remote assistance is provided by Amicus ITS through the Service Desk to get the user up and running as needed.
- Step 5 – the faulty device is brought to Amicus ITS to fix and redistribute to the user. If the device is beyond repair, the standard disposal policy is implemented in accordance with the customer specification and the replacement service is then invoked.
- Step 6 – upon receipt by customer of the fixed device, remote assistance is provided by Amicus ITS through the Service Desk to get the user up and running as needed.
- Step 7 – following return of the hot swap device after servicing the customer's urgent needs, the device is wiped of any user data and returned to the Loan Pool.
- Step 8 – the ticket is closed and verification of satisfaction with service is made to the customer in the normal way.

5 Service Reporting

Reporting would be included in the customer's regular monthly Managed Service bundle report.

6 Service Pricing

Consideration as to whether Amicus ITS would be supplying the initial pool of hot swaps in the pricing needs to be made at the start of the managed service contract. The costs of the hot swap service needs to factor in costs for Service Desk, Change and TSE, priced per asset.

Supply chain costs to include:

Ongoing Costs:

- Monthly fee per asset.

Logistic Costs:

- Return of unused contracted and/or billable spares.
- Return of defective items (DOA items to be returned).
- Delivery – to be specified

[NOTE: Does not also include any cost for Optional Services in Service Scope above]